

Supervisory Administrative Management Assistant

Basic Function of Position

The Customer Service Center (CSC) Supervisor oversees an office that functions as a customer expert and advocate established to provide information while directing customers to obtain the full range of ICASS services at post. Incumbent provides expert guidance, oversight and specialist advice to customers in timely and accurate manner. Directs in conflict resolution between customers and service providers and ensures that customer's outstanding matters are solved in a timely fashion. This position is responsible for a key program for USDH intake and oversees the critically important accreditation portfolio for Mission Brazil which has substantial impact on diplomacy and bilateral interests between the US and Brazil. Also, the credentialing speed has direct impact on Mission Brazil morale and Customs & Shipping faster delivery. The Brasilia Customer Service Supervisor is responsible for providing frequent guidance and process coordination to all other CSCs offices in Mission Brazil, to ensure standard quality. The incumbent has extensive delegated authority as a proxy for the Management Officer and is the primary liaison for section heads, agency heads, Consulate personnel, other CSC's office, internal and external service providers for customer service issues. This is a key role that contributes to the Management Integrated Country Strategy (ICS) objectives to improve service delivery across the Management platform and must provide feedback to post's management sections and subsections on changes and developments. Advises on policies and procedures to make ICASS operations more customer focused on quality service, productive, and cost effective. Generates reports on customer inquiries and interests in order to develop customer service analytics and trends. Reports directly to the Management Officer and the Minister Counselor. Supervises a total of five employees, four directly and one indirectly.

Major Duties and Responsibilities

% of time

- **CUSTOMER SERVICE CENTER OPERATION - 50% of time**

The Customer Service Center Supervisor is responsible for supervising the customer service operations related to the intake process and ensures compliance with applicable service standards. Directs both long-term and short-term workloads, daily maintenance and support activities that are carried out by CSC section staff. The incumbent ensures all of CSC services: travel, accreditation, Brazilian visas, arrivals/departure, IT work orders, internet, administrative and clerical support, and services delivery on banking are working correctly. The role has significant levels of responsibility and accountability for operational delivery.

Responsibilities include supervising the credentialing Mission-Wide, ensuring USDHs are accredited with the host country as fast as possible. Monitoring closely the credentialing metrics to identify improvement opportunities and maintain high standards. Interfacing with the Ministry of Foreign Affairs, and high-level authorities in Brazilian Government, to provide solutions when issues are elevated. Establishes and maintains relationships with key government organizations, such as Federal Revenue and Federal Police, keeping up to date with their operations to advise services opportunities to customers. The incumbent also maintains contact interactions with the consulates (four consulates general, one foreign commercial office, and four consular agencies), Washington and WHA officers.

The CSC Supervisor creates an open line of communication between the CSC customer and the service provider. For this purpose, the CSC Supervisor will have high-level contacts with both external vendors and public institutions to ensure the maximum attention is brought to the problems of the community when dealing with locally available services. The incumbent arranges meetings with internal and external service providers to learn their operations and devise ways to facilitate the life of our community, also to discuss and resolve customer concerns on time. The Brasilia CSC Supervisor coordinates processes and acts as liaison to the Customer Centers established at the constituent posts ensuring a standard throughout Mission Brazil.

Supervises post arrivals and departures and ensures that all sections with roles in the process perform their share of the intake in an efficient manner to minimize the amount of time new hires spend processing their arrival. Supports key direct activities of the Customer Service Center. Steps in to provide direct support during times of peak demand. For example, may step in to manage a visit or conference, when visit is large, to coordinate arrivals in- processing, during the absence of the Arrivals/Departure Coordinator, or manage Mission credentialing during the absence of the Accreditation Assistant. Likewise, drafts and be required to maintain various knowledge management resources like welcome and instructional materials for newcomers. Must also be available to provide first line advice on complicated policy, travel and onboarding questions referred by subordinates.

Works closely with the Quality Assurance Team to provide feedback and evaluate programs that are generating high levels of CSC support requests. Develops and ensures proper execution of strategic plans to foster open and effective communication between the ICASS service providers. Facilitates problem solving between sections to

ensure the timely solution of unresolved CSC requests. Coordinates weekly meetings and periodic offsite events to increase teamwork and interoffice functionality.

Training on post policies and procedures. The CSC Supervisor must be available to provide training on the wide range of management activities at post to a wide audience. Courses are developed in close coordination with subject matter experts and delivered to targeted audiences based on needs identified through an analysis of CSC-referred cases and the ongoing work of the CSC.

Provides conflict resolution on service issues between customers and service providers for any particular service matter. Provides highly detailed, complex advice and recommendations. Based on Management objectives, defines customer service standards. Answers phone calls and emails inquiries about high profile customer services requirements. Negotiates conflict resolutions, persuades and formulates logical arguments between the different service provider sections of the embassy when there is not agreement on who should provide a service or how it should be provided. Reviews customer complaints and tracks complaint resolution. Serves as a customer advocate, creates and maintains open lines of communication between the customer and the provider.

Drafts SOPs (Standard Operating Procedures) and FAQ (Frequently Asked Questions) to guide customers and service providers. Provides advice and input on a large number of management activities – based on personal experience and the analysis of cases brought to the CSC for assistance – on how to improve policies, regulations and procedures to better meet the needs of customers. Drafts Management Bulletins and Management Instructions as well as comprehensive data reports to Management.

Advises the Management Officer and the Minister Counselor regarding the overall functionality of the CSCs and its routine operations. Elevates pending management issues to the next level, to Management Section heads when a solution cannot be found.

- **SUPERVISION - 30% of the time**

The incumbent is responsible for directly supervising 4 people and provides indirect supervision to 1 person. Responsible for identifying and developing processes and performance improvements. The incumbent frequently reviews the team's workload. Teaches and provides a management framework for prioritization of projects, sets deadlines, and provides daily assistance requests based on urgency and resource availability, maintaining an orderly workflow according to priorities. Provides technical oversight, identifies, and addresses staff training and coaching needs.

The CSC Supervisor is responsible for ensuring that the CSC staff obtains and maintains current information and provides effective assistance to the community on a wide range of local services, procedures and activities (i.e., Internet services providers, cellular phone information, open local bank accounts, payment of utilities, etc.). Ensures that CSC staff keeps the Mission community informed of new and innovative management solutions. Enhances information dissemination among the Mission Community through the appropriate use of internal email system and CSC Intranet webpage.

The incumbent foments cross-training among team members and is the source for promoting teamwork and customer-oriented culture. Also, keeps a clear CSC mission statement for the CSC employees and deploys strategies focused on the Mission goals and objectives. The incumbent empowers and engages the Customer Service team drive, quality, and consistency.

Is responsible for writing the yearly evaluation reports, periodic counselling, the Work Development Plan and the Position Description of all CSC employees.

- **SYSTEMS – 20% of time**

Utilizes and has operational knowledge of complicated systems required from different Management Sections.

A key member of the Mission Management Adm group constituted to lead the implementation of the Arrivals & Departures System (ADS) in Mission Brazil. Provides support to PCS deployment and maintenance in the constituents' posts. Coordinates with other service providers to set up efficient onboarding processes on the PCS Portal and ATLAS Workflows.

Works closely with the IT section to ensure the CSC has the latest innovative technology operating to the fullest capacity to assist the customers. Makes broad recommendations regarding software tools, management policies and practices at Embassy Brasilia based on CSC data and experience.

Suggests, shapes, and tests updates as necessary to web-based tools and applications that facilitate the smooth transformation from the customer's request to the service provider's solution.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."